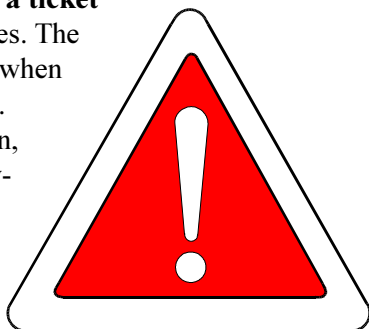


## Contract and Non-Refundable Airfares Are Different

Travelers and travel planners may not be aware that both the timing of when to book or when to ticket an airline reservation, and the cost of changing or canceling an airline reservation depend on the type of airfare.

**Booking** an airline reservation and **generating a ticket** for an airline reservation are two separate processes. The timing of when to **book** an airline reservation and when to **generate a ticket** depends on the type of airfare. When you call or send e-mail to book a reservation, the travel agent will let you know whether the lowest airfare is the state contract airfare or non-refundable airfare.



### State Contract Airfare

- ➔ It is OK to **book** contract airfares and get a seat assignment in advance of the flight. With the contract fare, the seat and the space are guaranteed at that rate, even though the ticket has not yet been generated. The seat and the space will be held until the ticket is generated or the reservation is canceled.
- ➔ Travel planners can make changes to the reservation (day, time, seat assignment, etc.) without penalty until the ticket has been generated.
- ➔ When the travel planner has verified with the traveler that the date, time, destination, etc. are all correct, she should then call the State Travel Office with the TA number and low org. The travel agents will then **generate the ticket**.
- ➔ After the ticket is generated, to make any change in the reservation, the travel agent must refund the original ticket, then generate a new ticket. The agency will be charged \$25 to refund the original ticket and \$25 to generate a new ticket each time a change is made.
- ➔ To eliminate the change fees, it is vital that travel planners do not submit the TA number and low org until they are sure that all information is final. Travel ticket generation may be finalized as late as 24 hours before the flight.

### Non-Refundable Airfare

- ➔ When it becomes advantageous to book a non-refundable airfare (possibly to take advantage of a temporary price reduction), the **ticket must be generated** within 24 hours of **booking the reservation**. After 24 hours, the reservation is automatically deleted from the reservation system. Non-refundable tickets generally require that tickets be generated 14-21 days in advance of the flight, and they often require a Saturday night stay.
- ➔ Unlike state contract airfares, non-refundable fares are not guaranteed for that 24 hours. So, we recommend that travel planners request the **ticket be generated** the same time it is booked. But, before requesting a ticket be generated, please verify that the date, time, destination, etc. are all correct.

## Contract and Non-Refundable Airfares (continues from page 1)

- ➔ Airlines charge \$100 per change to make any changes or alter a non-refundable ticket. In addition to the \$100 change fee, the agency will be charged \$25 to refund the original ticket and \$25 to generate a new ticket each time a change is made.

Except in rare circumstances, there should be no reason for an agency to change or cancel an airline reservation once a ticket has been generated. Travel planners should verify with the traveler the travel date, time, destination, etc. before they call or e-mail the Travel Office. This will eliminate the need to change, cancel, or reissue a ticket and will save agency budget dollars.

If you have questions about booking reservations, call the State Travel Office at 801-538-3350. ➔

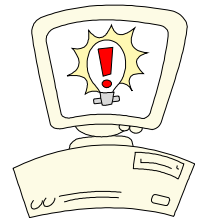
## Finance Web Site Has Changed

**W**e have revised the Division of Finance Web site, and as a result many of the addresses for the site have changed. If you have previously set bookmarks for any pages on our site, you may need to reset them.

The revised site does not include the Web Travel Reservation forms or the Microsoft Word reservation template. We hope to reinstate the forms in the future.

The new Web site is at [www.finance.utah.gov](http://www.finance.utah.gov). To find the Travel pages, select the *Services* button on the left-hand side of the page. Then from the submenu, select *Travel*. A second submenu is linked to the various pages in the Travel section of the site.

You can now access all pages on the site from the buttons and submenus on the left-hand side of the page **or** from the site map. To see the list of items new to the site, click on the *What's New* button. ➔



## Use E-Mail to Request Travel Reservations

**W**e encourage travelers and travel planners to use e-mail to request travel reservations. The e-mail request should include the following information:

- |                                     |  |
|-------------------------------------|--|
| ✓ Traveler's name                   | ✓ Hotel preference   |
| ✓ Traveler's agency                 | ✓ Meeting location   |
| ✓ Destination city                  | ✓ Travel planner's name                                    |
| ✓ Preferred airport                 | ✓ Travel planner's phone number                            |
| ✓ Departure date and time           | ✓ Travel planner's e-mail address                          |
| ✓ Return date and time              | ✓ Comments or special requests                             |
| ✓ Preference for size of rental car | (e.g., nonsmoking hotel room, vegetarian meal, aisle seat) |



Send your e-mail reservation requests to one of our travel agents:  
Mary Marsden – [marymarsden@utah.gov](mailto:marymarsden@utah.gov); Tami Nelson – [taminelson@utah.gov](mailto:taminelson@utah.gov);  
Lynette Saccomanno – [lsaccomanno@utah.gov](mailto:lsaccomanno@utah.gov); Colleen Clark – [colleenclark@utah.gov](mailto:colleenclark@utah.gov);  
Angie Mackelprang – [amackelprang@utah.gov](mailto:amackelprang@utah.gov); Dot Gortcinsky – [dgortcinsky@utah.gov](mailto:dgortcinsky@utah.gov). ➔

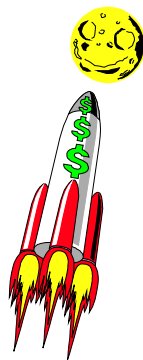
## Mileage Reimbursement Rates Have Changed

**D**on't forget that the reimbursement rates for private vehicle usage and for lodging in Tooele changed on July 2.

The State will now reimburse employees 28 cents per mile for personal vehicle use if a state fleet vehicle **is** available to the employee, or 36½ cents per mile if a state fleet vehicle **is not** available to the employee. Agencies will continue to follow their internal procedures and processes to determine how to document whether a state fleet vehicle was available to the employee. Also, travelers who choose to drive a personal vehicle instead of fly are reimbursed 28 cents per mile.

The only change in lodging rates increased the reimbursement for Tooele to \$68 per night.

The reimbursement rates were revised in the July 1 release of the *State of Utah Accounting Policies Procedures*. ➔



## FindIt Travel Guide Is Available on the Internet

**T**he FindIt Travel Guide has been updated with the new mileage rates and is now available on the Finance Web site. This mini-policy and procedure guide is informational only. See the *State of Utah Accounting Policies and Procedures* section FIACCT 10-02.00 for actual policy and detailed travel information.

The FindIt Guide is posted at [www.finance.utah.gov/travel/findit.htm](http://www.finance.utah.gov/travel/findit.htm). You can download and print PDF files of the guide in booklet or full-page format. You must have the free Adobe Acrobat Reader installed on your computer to view or print the PDF files. We also provide a full-page version of the FindIt Guide in Microsoft Word format. ➔



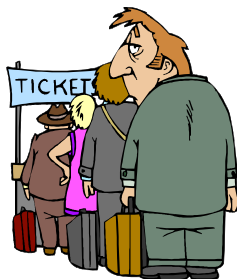
## Use Delta Web Site to Get Estimated Wait at Airport

**T**he Delta Airlines Web site allows travelers to check the estimated wait times at various airports around the United States before leaving for the airport.

The Web site gives the estimated wait at the ticket counter, at the security check, and at curbside check-in for both peak and off-peak traffic days and times. The information is generally reliable and may be used whether you are flying on Delta or on another airline.

It is important for travelers to accept the fact that they can no longer get through the airport check-in procedure in 30 minutes. It's also important to know that the airlines will not allow you to move up in line because your departure time is nearing. We recommend that travelers arrive at the airport at least 2 hours in advance of departure for domestic flights and 3 hours in advance for international flights.

If you want to check the Delta site for the estimated wait time at the airport you are leaving from, go to [www.delta.com](http://www.delta.com) and select *Airport Wait Times* from the text links on the left. Follow the on-screen instructions for locating the airport code for the city you are interested in. ➔



### Expiration Date



Travel planners, please double-check to be sure you are using your non-refundable airline tickets before they expire. If a ticket is generated and not used on the original date, it may be used by the same person it was issued to within one year, even to go to a different destination.

If the ticket expires, the agency loses the price of the airfare. To avoid losing these funds, travel planners should keep a log of non-refundable tickets to track when the tickets expire and whether or not they have been used.

### Senior Discount

Please note that the airlines have discontinued the 10% senior citizen discount and the senior coupon books.



### Cost Comparison

If you need a schedule comparing the total cost of driving versus the cost of flying, please **do not call the travel agents**. They cannot provide this documentation.



To obtain this information and an itinerary printout which shows the lowest airfare within 30 days prior to the departure date to document the cost of flying, contact Nicole Naylor ([nnaylor@utah.gov](mailto:nnaylor@utah.gov), 801-538-3109) or Diann Donoviel ([ddonoviel@utah.gov](mailto:ddonoviel@utah.gov), 801-538-3103).

### No Charge

If an agency is planning to serve lunch at a meeting held at a hotel or other facility, they may be able to negotiate with the hotel to include the meeting room free of charge. Agencies must still stay within state per diem rates.



It is important to plan ahead and be flexible on dates for your meeting. The best approach is to call several facilities for pricing. If you need suggestions for facilities to use, contact Nicole Naylor at [nnaylor@utah.gov](mailto:nnaylor@utah.gov) or 801-538-3109.

### Travel Profile



If you have changed departments or divisions, if your name has changed, or if any other information about you has changed, please update your travel profile maintained in the State Travel Office.

Call the Travel Office at 801-538-3350 to request that we fax a new form to you. You can then fill out the new form and fax it back.

### Emergency Numbers

In case you missed it in the July newsletter, the new after-hours emergency telephone number is 1-800-860-7816. Using this number will automatically **charge \$15.00 per call to the agency's CTA** (Central Travel Account) when the call is placed.



Use this number only if you are stranded after regular business hours and need assistance before the State Travel Office opens.

For assistance while traveling during regular business hours, call the State Travel Office at 801-537-9124. ➔